The Commonwealth Home Support Programme (CHSP or home support) provides services focused on supporting individuals to undertake tasks of daily living and remain independent at home and in the community. This fact sheet presents highlights from the GEN CHSP dashboard, as well as data from other published reports.

People using home support
In 2019–20, almost 839,400 people accessed home support, accounting for over two thirds of people using aged care (Figure 1).

The number of women using home support was nearly double that of men (Figure 2). Approximately 98% of people using home support were aged 65 years and over, and over half (52%) were aged 80 years and over.

Characteristics of people using home support
Of people using home support in 2019–20:
- 2.8% were Aboriginal or Torres Strait Islander people
- 21% were from culturally and linguistically diverse backgrounds (either born overseas or have a preferred language other than English)
- 13% had a carer (family members, friends or neighbours who provide regular care and assistance)
- 60% were in private residences owned by themselves or their family, with 38% living alone (Figure 4).
Organisations and services
In 2019–20, more than 1,450 organisations were funded to deliver home support services to people. Around 74% of people using home support received either one or two service types. Slightly more than 6% received five or more service types (Figure 5).

Domestic Assistance was most commonly used, with over 341,900 people receiving this service (41% of all people using home support) (Figure 6).

Funding and fees
Home support is a grant-funded program. During 2019–20, the Australian Government provided $2.6 billion for the delivery of home support services.

The average grants funding per person in home support was approximately $3,096; however, there is significant variation in funding between people.

The top three services by expenditure were: Domestic Assistance (20% of total home support funding, $517 million), Nursing (11%, $276 million), and Social Support Group (11%, $272 million) (Figure 7).

Some people using home support may contribute to the cost of their care. In 2019–20, Cottage Respite services had the highest average total fees: $520 per person over the year (Figure 8). The services with the largest total fees were: Domestic Assistance ($72 million), Meals ($52 million) and Personal Care ($18 million).

Where can I find out more?
GEN Dashboard: Commonwealth Home Support Programme aged care services 2019–20

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Information and data on aged care in Australia
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